

Dusit Thani Guam Resort



Service Protocol for Devarana Spa Guam



Treatment Reservations



Reservations : By Phone/Email



- Guests make advanced reservations by phone or email.
- Receptionists take reservations but limit occupancy to 75%, maximum of 6 guests allowed and 6 spa therapists per shift.
- Receptionists are allotted at least 30 minutes to properly turn over an area/room for cleaning and disinfection after each treatment.
- Minimize contact between individuals through installation of a physical barrier at spa reception.
- Covid-19 questionnaires & health check lists are sent by email to each guest prior to arrival.
- ****Remarks :** Receptionists/Greeters must wear face masks and must observe social distancing guidelines at all times.

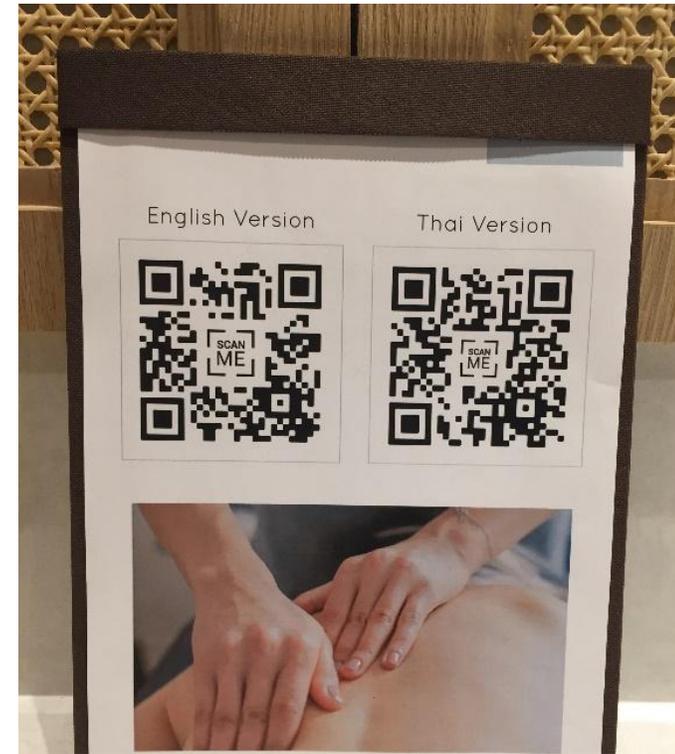
Reservations : Walk-In (If allowed)



- Although guest's temperatures are checked when entering the hotel property, Spa Receptionists/Greeters ask guests for permission to check their temperature. Guests are also asked to use designated hand sanitizers as they enter the spa.
- If a guest shows signs of coughing, fever or flu like symptoms, receptionists/greeters politely decline the spa reservations and informs the Spa manager/MOD/ Security.
- Receptionist politely asks guests to have a seat and fill out a Covid-19 questionnaire and health check lists while maintaining social distancing (if they did not complete online).
- Bills are presented for acknowledgement; spa will accept a credit card or other form of payment.
- Receptionists/Greeters inform guests that a facemask must be worn for the duration of the whole spa treatment.
- Guests are also required to utilize disposable slippers.

****Remarks :** Receptionists/Greeters must wear face mask and must observe social distancing guidelines at all times. Receptionists/Greeter DO NOT use the same Hand Sanitizers as guests. Hot welcome drinks with a cover are served, but NO cold towels.

Reservations : Contactless Spa Menu



- Devarana Spa provides Contactless Disposable Menus.
- **Remarks : Receptionists/Greeter must wear Face Mask and must observe social distancing guidelines at all times

Reservations: Details

Below are the details that are requested from the guest for contact tracing purposes:

Reservations Details

- Spa Treatment
- Guest details; Email/ Phone number
- Hotel/Room number
- Discount
- Complimentary
- Gift Certificate
- Return Guest, Spa Member

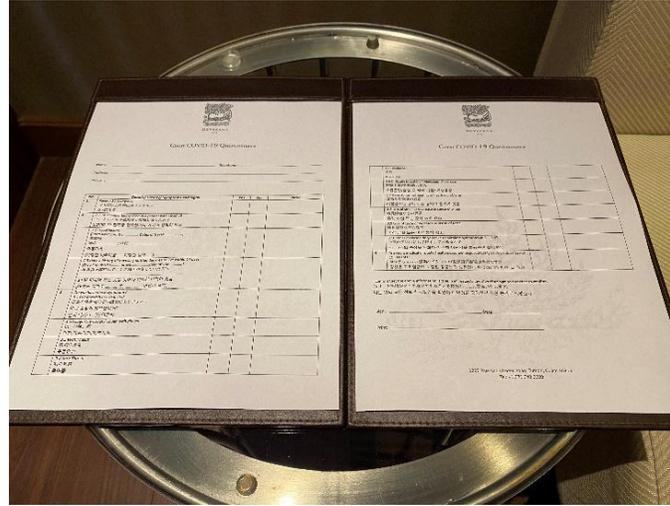
Appointment Card

- Spa Treatment
- Reservation Time
- Spa phone number / email
- Inform guest to arrive at least 15 minutes prior the treatment time
- Cancellation policy

Pre & Post - Treatment Service Standard



Pre-Spa Treatment



- Receptionist calls or sends a text message to remind the guests of their check in time to ensure of the minimum number of guests at the reception area.
- Cushions, magazines, massage oil bottles are removed from the reception and relaxation area.
- Upon guest arrival, Receptionist/Greeter asks for permission to check the temperature and asks guest to use the designated hand sanitizer when the guests walks into the spa. (Hand Sanitizer Stand)
- If guest shows signs of coughing, fever or flu like symptoms, receptionist/greeter must inform Spa Manager/MOD/Security.
- Receptionist/Greeter asks guests to complete the Covid-19 questionnaire & Health Consultation form & sign (if not yet completed online).
- Receptionist/Greeter will serve **HOT** welcome drinks with covers, but **NO** cold towels.
- Bills are presented to guests for acknowledgement pre-treatment.
- Receptionist/Greeter informs guests that facemasks must be worn the whole time during the spa treatment.
- Guests change into disposable slippers at the reception area.

During Spa Treatment



- After the Spa Therapist prepares the designated spa treatment room, they meet their guest at the relaxation room. Spa therapists are required to always wear a mask at all times.
- The Spa Therapists inform the guests to change and shower before starting the treatment. Spa therapists always wash their hands before, during and after the massage.
- To keep social distancing during COVID-19, facials are not available. Steam treatment and bath are provided in the guest's private spa treatment room .

Post-Spa Treatment



- Spa therapist serves hot tea (with cover) after each spa treatment in the treatment room. Other refreshments and Hot/Cold towels are no longer offered.
- Partitions installed in the relaxation room for physical barriers.
- Spa therapist escorts the guest to the Reception Lounge and changes back to their shoes.
- Guest may pay for the treatment using cashless or contactless payments if available.

Personal Hygiene & Cleaning Procedure

Personal Hygiene & Cleaning Procedures

Employee Personal Hygiene

- Spa staff, (receptionists, therapists and attendants) wear face masks at all times.
- Spa manager checks all employees' temperatures twice a day and keeps a daily record.
- Employees always wash their hands with soap and use the designated hand sanitizers.
- Employees always practice social distancing while on duty and while on their break.
- Employees' break times are staggered to prevent crowded communal spaces.
- Employees must report if they have a fever, coughing or flu like symptoms, and if family members have any flu like symptoms to the Spa Manager.
- Staff are reminded daily not to share personal items such as face masks, combs, make up, etc. with others.

Personal Hygiene & Cleaning Procedures

Linens

- All clean spa linen are kept in a clean, well ventilated room.
- Spa linen are never reused.
- Disposable face cradles are changed after each use.
- Used linens are placed in a separate bag before putting in their designated laundry carts.
- Employees wear gloves when handling linen and laundry baskets. Employees wash hands after changing gloves.

Spa Hygiene & Safety

Spa Operations Hygiene

- All guests get their temperature checked before entering the spa.
- Covid-19 Questionnaires must be filled out before starting the treatment.
- Guest's consultation card must be filled out before starting the treatment.
- Guests are informed to wear their masks at all times while in the spa.
- Seating must be at least 6 feet apart to keep social distancing in the Reception Lounge and Relaxation Area.

Spa Equipment Hygiene & Safety

- Spa equipment that has direct contact with guest must be washed and sterilized after every use.
- All spa amenities such as underwear, comb, slippers, shower caps, etc. must be disposable.
- Hand towels must be changed to disposable paper towels.

Food Safety and Hygiene

Food Safety in the Spa

- Spa employees must keep spa pantry & locker clean at all times.
- Food waste / leftover must be dumped in the trash.
- All utensils must be washed and sterilized.
- Welcome drinks must be individually wrapped.
- Drinking glass must be washed and sterilized after use.
- Table and surfaces must be cleaned and disinfected after use.
- Employees always wash their hands with soap.

Cleaning Procedures

Cleaning procedures for Spa

- All spa areas must be cleaned & disinfected daily before and after operations.
- High contact areas such as reception lounge, counters, tables, retails must be cleaned frequently using EPA-approved cleaning chemical.
- Spa receptionist must keep each spa reservations at least 30 minutes apart to have enough time for cleaning and disinfecting after every guest.
- Spa cleaning checklist must be followed especially frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks, and electronics at least every 2 hours.)

Chemicals used for cleaning:

- Clorox
- Lysol
- Disinfectant all-purpose cleaner

Poster & Signage



PREVENTION SAVES LIVES!

STOP GERMS! WASH YOUR HANDS

WHEN?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

HOW?

- Wet:** Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather:** Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- Scrub:** Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- Rinse:** Rinse hands well under clean, running water.
- Dry:** Dry hands using a clean towel or air dry them.

Source: www.cdc.gov/handwashing (PHSS February 2020)

For more information, contact: Department of Public Health and Social Services
Monday - Friday • 8 AM - 5 PM • (671) 735-7154 • Guam DPHSS • www.dphss.guam.gov

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PREVENTION SAVES LIVES!

TIPS THAT CAN HELP PREVENT THE SPREAD OF ILLNESSES, INCLUDING CORONAVIRUS*

- Stay home when you are sick.**
- Cover your mouth and nose with a tissue when you cough or sneeze, or cough or sneeze into your upper sleeve, not your hands. Throw your used tissue in the trash, and then wash your hands.**
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.**
- Avoid close contact with people who are sick.**
- Avoid touching your eyes, nose, and mouth with unwashed hands.**
- Clean and disinfect frequently touched objects and surfaces.**

*Coronaviruses are a family of different viruses. Some can infect humans causing symptoms of the common cold and severe respiratory illness.
Source: www.cdc.gov/flu/prevnt/DPHSS (February 2020)

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Training & Guidelines

List of training for Staff

- Return to work for COVID-19 Safety Awareness Training
- Service Standard during Covid-19

Thank you

